

## WHAT IS CLAIMED IS:

1. A method of routing email messages to an appropriate one of a plurality of geographically distributed email servers for handling by personnel assigned to such appropriate one without requiring human intervention for said routing, the method comprising.

5 receiving an email message at a first server;

executing software on said first server to autonomously determine characteristic information of a user having submitted information included in said email message;

10 executing software on said first server to autonomously determine an appropriate one of a plurality of geographically distributed email servers for receipt of said email message based at least in part on said appropriate one having a characteristic associated therewith that corresponds to the determined characteristic information of said user, and

15 executing software on said first server to autonomously route said email message to the determined appropriate one of said plurality of geographically distributed email servers for handling of said email message by personnel assigned thereto.

2. The method of claim 1 wherein said first server is a web server.

3. The method of claim 1 wherein said first server is an email server.

4. The method of claim 3 wherein said first server is a default email server to which email messages are sent from a web server.

5. The method of claim 1 further comprising:

said user submitting information to a web server; and

said web server creating an email message to communicate the submitted information to said first server.

6. The method of claim 1 wherein said characteristic information of said user includes identification of at least one language of said user.

7. The method of claim 6 wherein said characteristic associated with the determined appropriate one of said plurality of geographically distributed email servers includes identification of the geographical location of the determined appropriate one as a geographical location in which the language common therein corresponds to the determined at least one language of said user.

8. The method of claim 6 wherein said characteristic associated with the determined appropriate one of said plurality of geographically distributed email servers includes said personnel assigned to the determined appropriate one capable of communicating in a language common to said at least one language of said user.

9. The method of claim 1 wherein said characteristic information of said user includes identification of a geographical location of said user.

10. The method of claim 9 wherein said characteristic associated with the determined appropriate one of said plurality of geographically distributed email servers includes identification of the geographical location of the determined appropriate one as a geographical location that corresponds to the determined geographical location of said user.

11. The method of claim 9 wherein said identification of a geographical location of said user identifies a country.

12. The method of claim 1 wherein said characteristic information of said user includes identification of a geographical location of said user's residence.

13. The method of claim 1 wherein said characteristic information of said user includes information available from a database.

14. The method of claim 1 wherein said characteristic information of said user includes information conveyed to a web server from said user.

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15. A server for autonomously routing email messages received thereby to an appropriate one of a plurality of geographically distributed email servers for handling by personnel assigned to such appropriate one, the server comprising:

communicative coupling to a communication network over which email messages are  
5 received;

memory storing computer executable software code;

processor for executing said software code to autonomously determine an appropriate one of a plurality of geographically distributed email servers for handling an email message received via said communicative coupling, and to autonomously route said email message to the determined appropriate one of said plurality of geographically distributed email servers;

wherein said processor executes said software code to autonomously determine characteristic information of a user having submitted information included in said email message, said processor executes said software code to autonomously determine an appropriate one of a plurality of geographically distributed email servers for receipt of said email message based at least in part on said appropriate one having a characteristic associated therewith that corresponds to the determined characteristic information of said user, and said processor executes said software code to autonomously route said email message to the determined appropriate one of said plurality of geographically distributed email servers for handling of said email message by personnel assigned thereto.

15. The server of claim 15 wherein said communication network is selected from the group consisting of:

the Internet, an Intranet, an Extranet, a local area network (LAN), a wide area network (WAN), public switched telephone network (PSTN), wireless network, modem to modem connection, and any combination thereof.

17. The server of claim 15 wherein said memory comprises one or more selected from the group consisting of:

disk drive, floppy disk, optical disk, Compact Disc (CD), Digital Versatile Disc (DVD), and random access memory (RAM).

18. The server of claim 15 wherein said characteristic information of said user includes information identifying at least one language in which said user can communicate, and wherein said characteristic associated with the appropriate email server includes information identifying that the appropriate email server is located in a geographic location in which at least one of said at least one language in which said user can communicate is common to said geographic location.

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19. A system comprising:

plurality of geographically distributed email servers of an entity communicatively coupled to a communication network;

web server communicatively accessible by at least one processor-based device, said

5 web server executing software thereon to present an interface for said entity to a user accessing said web server via said at least one processor-based device, wherein said interface enables said user to interact therewith to convey information to said web server, and

either said web server or one of said plurality of geographically distributed email servers executing software to autonomously route information conveyed to said web server from said user as an email message to one of said plurality of geographically distributed email servers determined to be appropriate for handling of such email message by personnel assigned to the determined appropriate one.

10 20. The system of claim 19 wherein either said web server or one of said plurality of distributed email servers is operable to autonomously determine the appropriate email server based at least in part on an identified characteristic associated with said appropriate email server corresponding to a characteristic identified for said user.